

Domestic Operations Directorate

## Service Center Operations



Barbara Q. Velarde is the Chief of Service Center Operations (SCOPS) within the Domestic Operations Directorate. During the past year, SCOPS engaged in a significant transformation through the creation of a new leadership structure to more effectively manage USCIS' four national service centers. The influx of new managers, coupled with the arrival of additional subject matter experts, has assisted SCOPS in improving work distribution and production and meeting the demands associated with new regulations and policies. SCOPS has a total of 54 employees strategically staffed in seven branches.

Additionally, there are two new branches that provide oversight, guidance and integrity to the service center operation.

- The **Threat Assessment Branch** provides oversight and guidance to the new Background Check Units and Center Fraud Units. This new branch establishes the guidelines and procedures to integrate fraud detection and national security threat assessments within adjudications divisions for the service centers.
- The **Quality Assurance and Training Branch** coordinates and oversees quality assurance efforts. This branch also develops and maintains national Standard Operating Procedures and training materials.

The service centers receive and adjudicate applications and petitions for immigration benefits that do not require face-to-face contact with the applicant, petitioner or beneficiary. The service centers are located at the following locations:

- California Service Center, Laguna Niguel, CA
- Nebraska Service Center, Lincoln, NE
- Texas Service Center, Dallas, TX
- Vermont Service Center, St. Albans, VT

These four service centers perform approximately 70 percent of the adjudication and file preparation of all immigration petitions and applications. The service centers also process all fingerprints taken at USCIS Application Support Centers and handle all incoming immigrant visas and Permanent Resident Card distribution. The current staffing level at all four service centers is more than 1,900 employees.

Each service center has four divisions: Adjudications, Records, Automated Data Processing and Administration.

The **Adjudications Division's** Business, Family and Resident Product Lines are responsible for the adjudication of applications and petitions filed for benefits under the Immigration and Nationality Act of the Direct Mail Program. The major goals of these product lines are to adjudicate applications and petitions as efficiently and accurately as possible in a predictable time frame while providing quality customer service. The naturalization product line prepares naturalization applications for field office adjudication. This unit also sends letters to applicants requesting additional information for interview. In addition, this unit has authority to deny applications if the applicant fails to submit a fingerprint fee or fails to be fingerprinted.

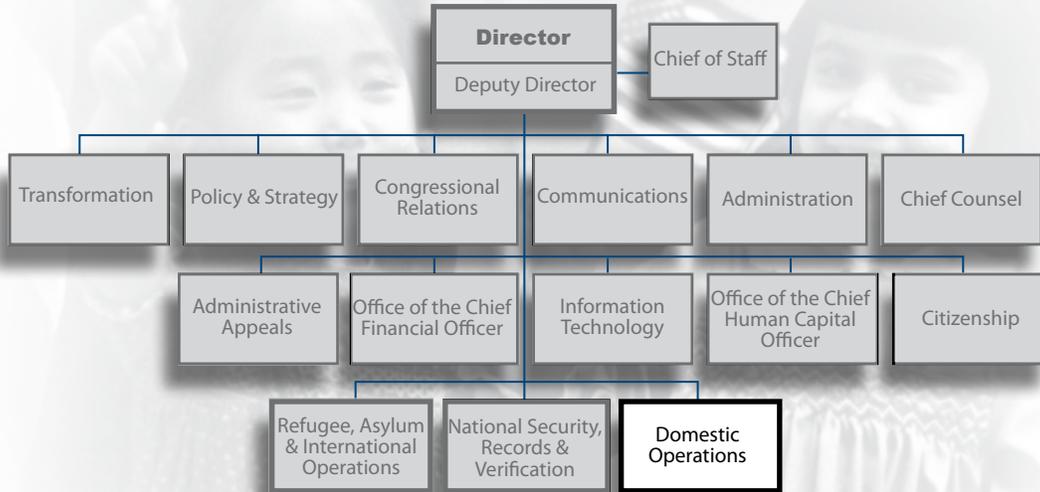
The **Records Division** receives and processes the bulk of applications and petitions for immigration benefits. The total active file holdings at the four service centers exceed two million files. The Records Division is responsible for maintaining all physical and electronic records pertaining to applicant and petitioner filings at the service center responds to Freedom of Information/Privacy Act requests and evaluates the performance of the mail, file, and data entry contractors. Furthermore, this division schedules applicants for fingerprint appointments and biometrics processing.

The **Automated Data Processing (ADP) Division** installs and maintains the hardware and software that supports the operation of the service centers. ADP is responsible for ensuring that the Local Area Network performs effectively and provides support to all of required computer systems. The ADP Division is currently under the direct supervision of the USCIS Office of Information Technology.

The **Administration Division** provides support and services to all divisions within their respective service centers.

Service Center Operations has been successful in reorganizing and consolidating branch functions and rising to meet the challenges of a massive influx of applications while concurrently meeting the needs of USCIS customers, stakeholders, Department of Homeland Security leaders and executive office leaders.

## USCIS Organizational Chart



## Service Center Operations

